



**DEPARTMENT OF THE ARMY
HHC, U.S. ARMY GARRISON – FRANCONIA
UNIT 26622
APO AE 09244**

IMEU-WUZ-HH

25 July 2005

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Policy Letter #15 – Equal Opportunity Complaint Procedures

1. The commander is fully committed to ensuring that all Soldiers, civilians and family members are treated fairly and equitably under the provisions of the Department of the Army, USAREUR, and USAG – Franconia Equal Opportunity Programs. However, should a situation warrant attention under the EO program, the Army's complaint process is specifically designed to process all grievances expeditiously. Information about procedures for processing and filing an equal opportunity complaint can be found in AR 600-20, chapter 6 appendix E.

2. The chain of command is the primary channel for handling and correcting allegations or incidents of discrimination or sexual harassment. However, other channels are available for further assistance, guidance, and redress. They are: EO Advisors, the chaplain, inspector general (IG), judge advocate general (JAG), the provost marshal (PM), criminal investigation division (CID), medical agencies, or the chief housing referral office.

3. Personnel have two options when filing EO complaints:

a. Informal complaints normally involve less serious incidents and can usually be resolved at the lowest level.

b. Formal complaints, which will be monitored very closely, require specific actions to be followed within designated timelines.

4. Under the formal complaint procedures, the complainant and the alleged perpetrator will be provided feedback every 14 days along with updates until the final resolution. The next higher echelon commander may grant an extension (not to exceed 30 days) to this time limit only when extenuating circumstances prevent an investigation from being completed within the time period allowed. Additional extensions must be approved by the first general officer in the chain of command. Extensions will not be granted simply because a unit fails to conduct an investigation in a timely manner. In such cases, the complaint will be automatically referred to the commander of the next higher echelon for investigation and resolution.

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5. Retaliation and reprisal are unacceptable forms of behavior and represent unprofessional leadership at any level. All members of HHC, USAG – Franconia have the right to present an EO complaint without fear of intimidation or harassment. The chain of command will ensure that complainants and witnesses are protected from reprisal and retaliation. The Inspector General (IG) will investigate all threats or acts of reprisal.

6. The Equal Opportunity Advisor (EOA) and Equal Opportunity Liaison (EOL) are fully trained and readily available to assist in processing EO complaints. Investigating officers will consult with the EOA to discuss the basis of the EO complaint prior to beginning the interview process and at the conclusion of the fact-finding process to ensure no critical EO aspects are overlooked.

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CPT, SC
Commanding

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